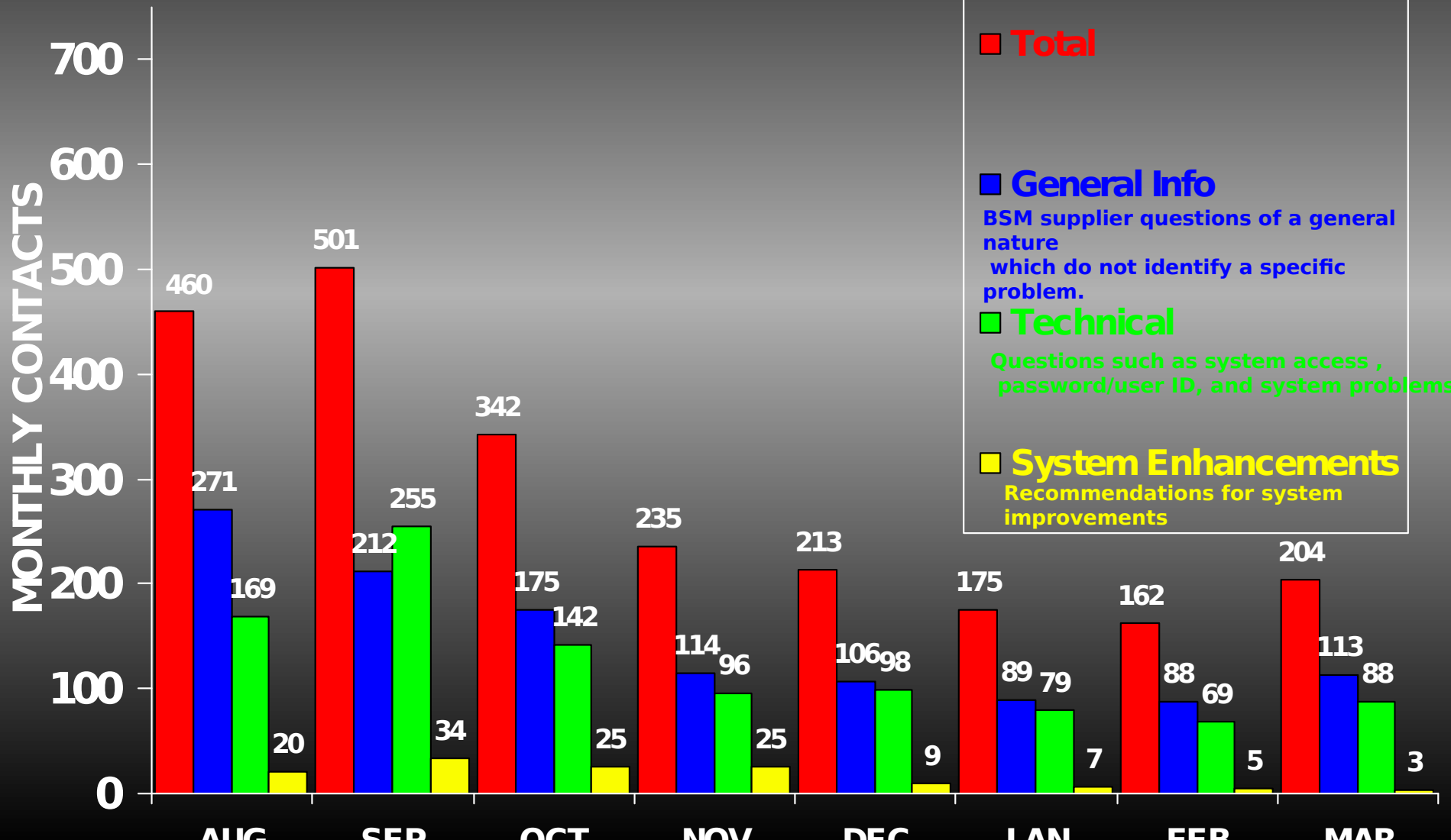




SRweb RELATED CONTACTS

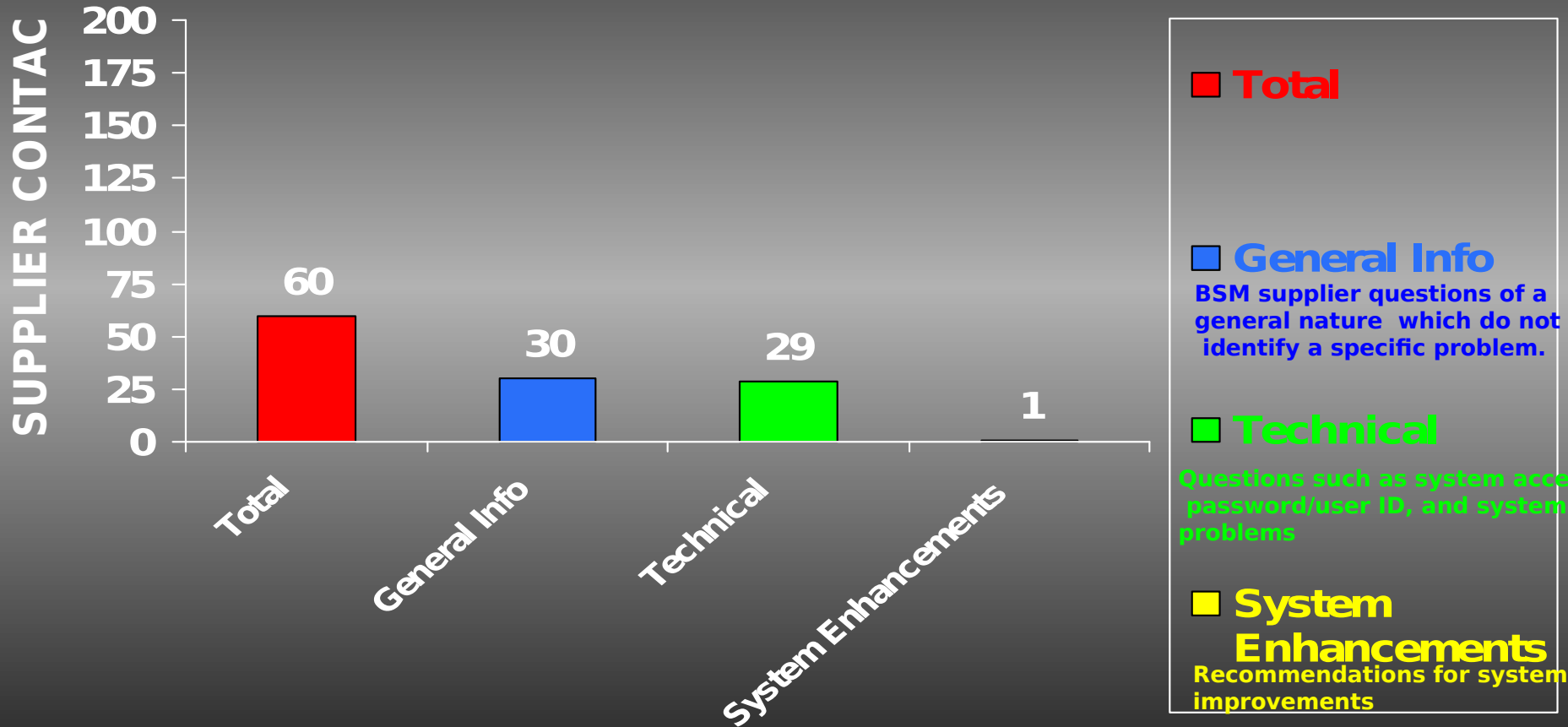
As of 27 MAR 03





SRweb RELATED CONTACTS

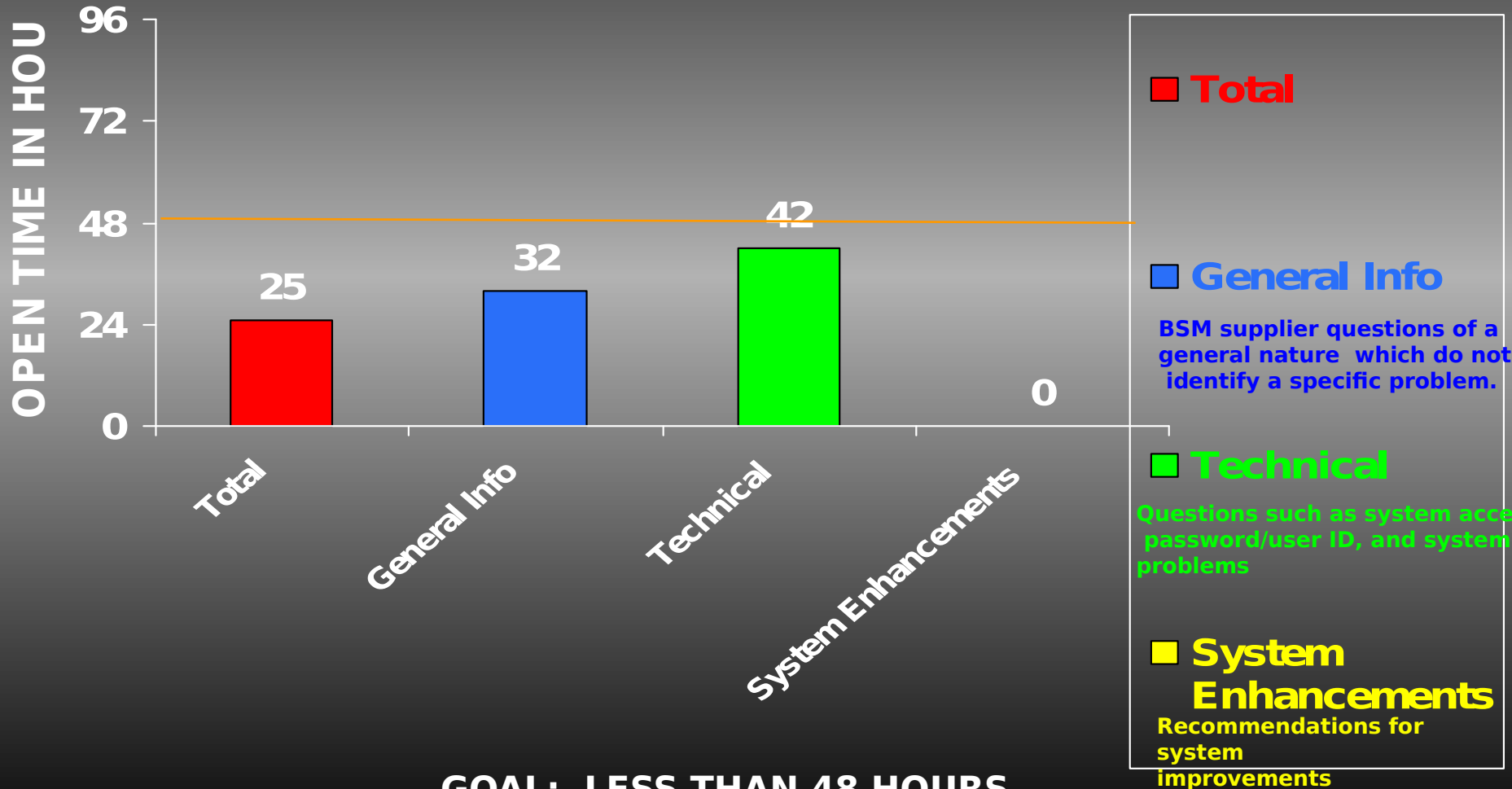
WEEK OF 21-27 MAR 03





SRweb ISSUES

Average Resolution Time
WEEK OF 21-26 MAR 03

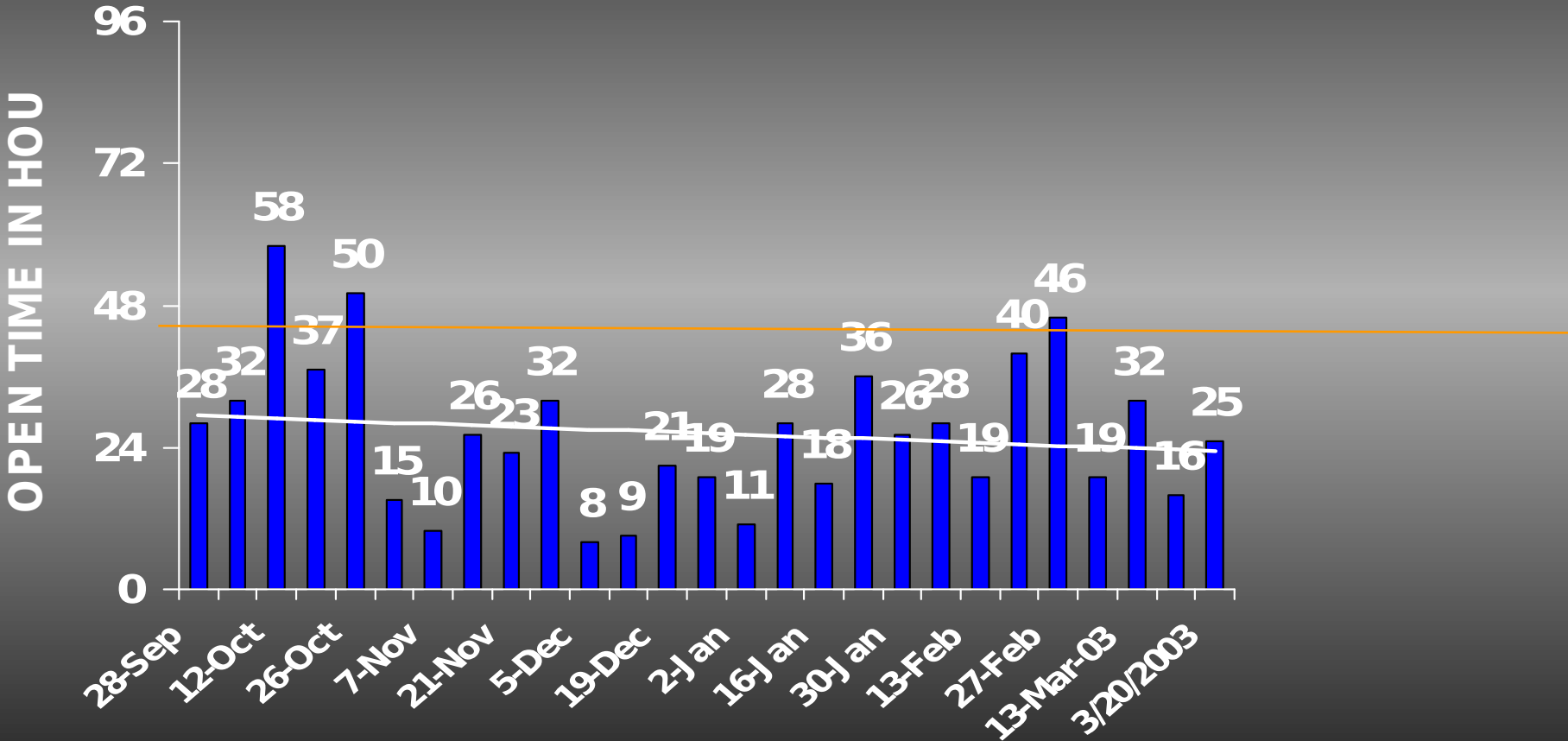


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS